



**DEPARTMENT OF FOR-HIRE VEHICLES
FY 2024 PERFORMANCE PLAN**

DECEMBER 1, 2023

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1 DEPARTMENT OF FOR-HIRE VEHICLES

Mission: The mission of the Department of For-Hire Vehicles (DFHV) is to protect the public interest by regulating the vehicle-for-hire industry to allow the residents and visitors of the District of Columbia to have safe, affordable, and accessible transportation options.

Services: The Department of For-Hire Vehicles provides licensing, adjudication, enforcement, and Lost and Found services for drivers, taxicab companies/associations, limousine operators, and DC residents and visitors who use public and private vehicle-for-hire in District of Columbia.

The Department of For-Hire Vehicles is aligned with the mission to regulate the vehicle-for-hire industry to allow residents and visitors of the District of Columbia to have safe, affordable, and accessible transportation. Agency duties include regulating taxis, limousines, private vehicle operators, digital dispatch services, and Payment Service Providers; and managing the relationships with equipment manufacturers and insurance companies. The agency also provides transportation for special populations, including older adults, people with disabilities, veterans, school children, and others through its transportation programs. The For-Hire Vehicle Advisory Council advises the agency on the industry.

2 2024 OBJECTIVES

Strategic Objective

Ensure passengers have safe and excellent riding experiences.

Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry

Create and maintain a highly efficient, transparent, and responsive District government.

3 2024 OPERATIONS

Operation Title	Operation Description	Type of Operation
Ensure passengers have safe and excellent riding experiences.		
Field Enforcement/Company Audits	Field Enforcement/Company Audits	Daily Service
Complaints/Hearings and Conflict Resolution	Complaints/Hearings and Conflict Resolution	Daily Service
Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry		
Transportation Pilots and Programs/Technology Innovations	Transportation Pilots and Programs/Technology Innovations	Key Project
Outreach/Marketing	Outreach/Marketing	Key Project
Create and maintain a highly efficient, transparent, and responsive District government.		
Driver/Company Service/Account Management	Driver/Company Service/Account Management	Daily Service

4 2024 STRATEGIC INITIATIVES

Title	Description	Proposed Completion Date
Improve the availability of Wheelchair-accessible vehicles (WAVs)	Support the taxi industry to improve the availability of Wheelchair Accessible Vehicles (WAVs) beyond the Transport DC (TDC) program service for MetroAccess eligible residents. By September 2024, DFHV will complete the following initiatives: pay dispatch fees for non-TDC WAV Drivers, vehicle maintenance incentives, incentives for operating a WAV, off-peak driving incentives, etc.	9/30/2024
Public Safety Campaign for Passengers	In FY24, DFHV will create a multimedia campaign to educate the public how to stay safe when using taxis and rideshare vehicles. In addition, the messaging will inform whether companies are operating legally in the District and about DFHV's role in the District's transportation network	9/30/2024
Community Input for Draft Racial Equity Action Plan	In FY24, DFHV will complete a draft of our agency's Racial Equity Action Plan. By June 2024, DFHV will host a period of community outreach and gather input on the plan from relevant stakeholders (residents, companies, drivers, partner agencies, etc.). DFHV will utilize this feedback to finalize the plan.	6/30/2024
Research Limo Electrification Incentives	In FY24, DFHV will research and determine the funding needed to develop an incentive program for DC limousine companies and independent operators to purchase electric vehicles in an effort to meet mandates of the Clean Energy Omnibus Amendment Act (CEDC). This Act mandates that 100% of public buses, public fleets, private fleets of more than 50 vehicles, and taxis and limousines are to be zero-emission by 2045 (and 50% zero-emissions by 2030).	9/30/2024
E-Hail Taxi Trips	In FY24, DFHV will increase the number of taxi e-hail trips in the District by five percent. This will benefit taxi drivers by providing them with additional revenue from more trips and giving passengers greater access to a wider pool of drivers to meet their transportation needs. This can also potentially reduce wait times for passengers and enhance the overall efficiency of the taxi service.	9/30/2024
Taxi Driver Workforce Recruitment	In FY24, DFHV will ramp up its taxi driver recruitment efforts through various means, such as identifying ways to reduce barriers arising from current licensing policies and procedures. This initiative is a continuation from FY23.	9/30/2023

5 2024 KEY PERFORMANCE INDICATORS AND WORKLOAD MEASURES

Key Performance Indicators

Measure	Directionality	FY 2021	FY 2022	FY 2023	FY 2024 Target
Ensure passengers have safe and excellent riding experiences.					
Percent of complaints processed on-time within 30 calendar days	Up is Better	100%	100%	100%	98%
Percent of infractions that result in warnings issued by Vehicle Inspections Officers	Up is Better	40.7%	53.9%	34.6%	35%
Percent of Promise Rides Under 20 Minute Wait Time	Up is Better	New in 2022	86.3%	83.9%	85%
Percent of Trips Completed Without Safety-related Incident (SchoolConnect)	Up is Better	New in 2022	100%	100%	95%
Met Passenger Demand Rate (DC Neighborhood Connect)	Up is Better	New in 2022	87.3%	81.2%	85%
Average Rider Experience Rating (1-5) (DC Neighborhood Connect)	Up is Better	New in 2022	4.7	4.8	4.5
Ensure economic viability and expand economic opportunities for the vehicle-for-hire industry					
Percent of transactions completed online	Up is Better	100%	91%	100%	75%
Percent of operating authorities processed within 20 calendar days (an operating authority is a permit granted to taxicab companies, independent taxicabs, and limousine owners who desire to conduct business within the District)	Up is Better	Not Available	98.9%	100%	90%
Percent of licenses processed on time within 10 calendar days	Up is Better	100%	100%	100%	98%

Workload Measures

Measure	FY 2021	FY 2022	FY 2023
Complaints/Hearings and Conflict Resolution			
Number of public complaints resolved	177	176	338
Number of email bulletins	65	46	48
Field Enforcement/Company Audits			
Number of safety and compliance inspections conducted	6,210	11,788	15,126
Number of public and private for-hire audits conducted	0	0	0
Outreach/Marketing			
Number of people that attended outreach events	7,905	4,363	6,478
Transportation Pilots and Programs/Technology Innovations			
Number of rides provided by DFHV transportation pilots and programs	222,165	194,703	288,898
Total Number of Completed Promise Rides	Not Available	6,160	30,978
Total Number of Completed Rides - DC Neighborhood Connect	Not Available	84,592	101,362
Number of Completed Student Trips (SchoolConnect - AM/PM/Aftercare)	Not Available	27,063	55,751
Active Student Count (SchoolConnect)	Not Available	182	284
Driver/Company Service/Customer Service/Account Management			
Number of company applications processed (taxicab/limo companies and other businesses)	108	985	2,045
Number of driver applications processed	1,413	2,092	2,775
Number of lost-and-found items returned to passengers	0	11	No Applicable Incidents